

INSIGHT

Commissioning

HEALTHCARE PROFESSIONALS
WORKING IN PARTNERSHIP

ISSUE 3 OCTOBER 2022



**HIGHLIGHTS:
NORTHERN HEALTHCARE
RESIDENT SURVEY 2022**

> **NEW SUPPORTED LIVING
SERVICES IN DEVELOPMENT**

> **YORKSHIRE RESIDENT
NETWORKING EVENTS**

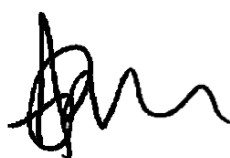
WELCOME

Welcome to the October edition of 'Insight', the commissioning bulletin from Northern Healthcare. In this issue, we provide some exciting updates on new services currently in development, discuss feedback from our 2022 resident survey and highlight one of our resident-led networking initiatives trialled by our Yorkshire services.

We reflect on the progression of one of our residents who following 16 years under various health and social care services, is now living independently with outreach support for the first time – an inspiring achievement! With the growing pressures of recruitment on the health and social care sector, we would also like to take this opportunity to update you on some of our latest employee initiatives, including how we are investing in developing our Northern Healthcare leaders to empower our teams to provide the very best support to our residents.

I hope you find this month's bulletin interesting; we will use these updates to continue to let you know what is happening across Northern Healthcare and to share important news from our services.

All the best,



Ashley Mancey-Johnson
CEO



Northern Healthcare is actively seeking new development areas across the UK. If you have a requirement for a supported living service in your area, please get in touch.

NEW SUPPORTED LIVING SERVICES IN DEVELOPMENT

We have three new services currently in various stages of development. Our Chester is due to open in the near future while Solihul and Rochdale will join the Northern Healthcare portfolio in 2023.

CHESTER

Located in a residential area close to the centre of Chester, this service will have 20 ensuite rooms and communal areas including a fully equipped kitchen, dining room and activity area.

Our Chester service is due for completion soon and our team are currently accepting referrals.

SOLIHUL

Our Solihul service will open in the first half of 2023 and will be our second service to open in the Midlands. Located in Olton village the service will have 18 ensuite rooms and 2 self-contained flats. Communal areas include a fully equipped kitchen and garden.

ROCHDALE

Earlier this year the Northern Healthcare team held a community engagement event to meet with local residents and answer any questions they may have.

Following recent planning application approval, our property partners will shortly begin to develop the formerly known Moss Lodge Hotel into a supported living service. The service will have 18 ensuite rooms, communal areas and an ample garden.



RESIDENT FEEDBACK AND EXPERIENCES

In July 2022, all of our residents were encouraged to complete our resident feedback questionnaire. Questions were based on NHS Community Mental Health Service User Questionnaire and NICE Guidelines following the CQC rating system.

The questionnaire measured the Northern Healthcare service as a whole and individual service feedback to ensure consistency of service quality. Highlights from the survey include:

"I am always asked to give my consent (permission) to my care, treatment and support in a way I understand."

91%

of residents rated 'Outstanding' or 'Good'

"Staff know about my health needs, treatment history and personal preferences."

90%

of residents rated 'Outstanding' or 'Good'

"The staff are wonderful and help me all the time. I love them so much because they saved my life. I love them all."

Resident Survey Feedback, Glen Garth House

"I feel very safe and I feel my support plan runs smoothly and the staff carry out their duties effectively. This is an excellent service."

Resident Survey Feedback, Tenby House

"Staff support me with my medicine according to the Support Plan and it is stored correctly and safely."

94%

of residents rated 'Outstanding' or 'Good'

"Staff take steps at the right time to make sure I stay in good health."

87%

of residents rated 'Outstanding' or 'Good'

USMAN - RESIDENT JOURNEY

Usman has been supported by health and social care services since he was fourteen years old.

Sixteen years later he is now living independently with outreach support for the first time – a massive achievement.

Usman is 30 years old and came to Merchants House in April 2019 following a referral from Leeds CCG.

Usman has a diagnosed learning disability, when he first came to the service he was quiet and shy.

Usman's confidence grew following his 12 week transition to Merchants House, as he got to know his fellow residents and members of the team.

The team identified collaborative goals with Usman, based on what was important to him to gain further confidence and independence including:

- ✓ Maintaining a productive daily routine
- ✓ Engaging in hobbies he enjoys
- ✓ Maintaining a healthy and balanced diet
- ✓ Exploring volunteering roles
- ✓ Gaining greater independence
- ✓ Exploring further education

Usman is very engaged with the team and motivated to progress, he has taken many great strides in his recovery journey.

Whilst at Merchants House he played football each week where he has met many new friends and he enjoyed daily walks. He found a love for new activities, including cooking and gained new skills each week with the help of the team.

Usman also met a key goal he set himself; he passed his CBT and managed his budgeting to enable himself to purchase a moped in November 2020!

In June 2022 Usman moved to his own flat and continues to be supported via an outreach plan by the team at Merchants House to reach his future goals.

"Usman has shown great determination and motivation to move forwards with his recovery in the community. Usman has been able to acknowledge his care and support needs and engage with his community placement to ensure his needs are met through jointly formulated care plans. Northern Healthcare have committed to a recovery focused model allowing Usman to work towards increased independence." Usman's Social Worker

Usman advocates passionately for mental health by sharing his experiences and encourages others to seek help if they are struggling. You can view Usman's journey in his own words by visiting our YouTube channel here:



Please note names have been changed.





Amy Johnson House took residents to visit Hull Harbour.



Merchants House invited PCSOs to discuss staying safe in the community.

NORTHERN HEALTHCARE'S YORKSHIRE SUPPORTED LIVING SERVICES COLLABORATE TO HOST RESIDENT NETWORKING EVENTS

Across July and August 2022, Northern Healthcare's Yorkshire-based services came together to hold a series of resident networking events.

Merchants House, Radcliffe Lodge, Amy Johnson House, and Hyde Park House each hosted an event welcoming residents and team members from across Yorkshire to attend.

Sophie Minto, Occupational Therapist at Northern Healthcare was the leading force behind the events, planning the networking days after residents expressed interest in visiting other services and meeting other residents: "Our clinical hub team members often visit different services to share best practice and expertise. The idea of the networking days came following a discussion between one of our residents and Joanne Bartlett, Radcliffe Lodge Service Manager.

"We have observed many benefits of the residents participating; they have been able to explore new areas, socialise with others, and build new connections. Residents have used public transport to travel to the sites, this has given them the opportunity to plan an unfamiliar journey and build skills and confidence in accessing the community, a skill many

of us take for granted but a huge step in recovery for our residents.

"This has also been the first time in almost 3 years that we have been able to implement something like this due to Covid-19, so there was a little added apprehension, however the days proved to be successful and residents who attended the initial networking day at Merchants House then went on to participate in subsequent days.

"It has been so lovely to see a sense of pride in our residents and team members from hosting and showcasing their homes."

One resident from Hyde Park House attended all of the networking events, commenting: "I enjoyed the networking days as they enabled me to meet new people and explore new areas that I'd never been to before. All of the staff members at each service were welcoming and friendly.

"My favourite event was the day at Amy Johnson House as I learnt a lot about the area's history, including about the overflow of the bridge and the history around this."

NORTHERN HEALTHCARE CELEBRATES WORLD OCCUPATIONAL THERAPY DAY

World Occupational Therapy Day is held annually on October 27th. The theme set by the World Federation of Occupational Therapists (WFOT) for this year's event is 'Opportunity + Choice = Justice'.

Each year the day highlights the invaluable contributions of Occupational Therapists worldwide, aiming to promote and celebrate the profession internationally.

Here at Northern Healthcare, our Occupational Therapists (OTs) take a leading role in the recovery pathways of the individuals we support. To mark World Occupational Therapy Day, we caught up with three of our OTs to hear about what attracted them to the profession and what they enjoy most about their roles:

Meet our Occupational Therapy Team

Why did you choose to become an Occupational Therapist?

Bethany Orr, Occupational Therapist: "I always knew I wanted to work within the health and social care sector, I had initially considered Nursing or Physiotherapy however when exploring Occupational Therapy further, and speaking to qualified OTs, I knew that it sounded like the career for me. I applied for the course and went to study at York St. John University 2013-2016, where I gained my first post in adolescent mental health/education."

What do you enjoy about being an Occupational Therapist?

Sophie Minto, Occupational Therapist: "The variety of the role, every day is different! There are also so many different career paths to take in occupational therapy, and having those options is really exciting.

I love learning about people. Getting to know the residents is my favourite part of the job."

How does Occupational Therapy benefit Northern Healthcare's residents?

Vicky Bolton, Clinical Lead Occupational Therapist: "Residents benefit from making connections, developing therapeutic relationships, sharing occupations such as gardening, walking and cooking and we are able to provide opportunities within the Northern Healthcare environment for residents to engage in the activities they enjoy. Within supported living, we have time to see residents progress to reach their optimal potential - it's a really rewarding career."

Our team will be exhibiting at the Occupational Therapy Show 2022 on the 23rd-24th November at the NEC Birmingham. Throughout the two-day event, our team will be on hand to chat about how Occupational Therapists can truly make a difference in mental health supported living services. To find out how come and see us at stand J51!

 **Occupational
Therapy Show**
23-24 NOV 2022
THE NEC BIRMINGHAM



INVESTORS IN PEOPLE™
We invest in people Gold

Thanks to team feedback Northern Healthcare is among the top 17% of organisations across the UK to achieve the GOLD IIP standard.

INSPIRING OUR TEAM TO DREAM MORE, LEARN MORE, & BECOME MORE...

Earlier this year members of our team from across Northern Healthcare participated in the first “NHC Leaders” event. The day presented an opportunity for sharing ideas and feedback, reflecting and looking forwards.

Following presentations from the Northern Healthcare executive team, two external Leadership and Development Coaches facilitated an afternoon session. The workshop provided individual opportunities to reflect and practical skills to build on personal strengths to help our team members lead with purpose and authenticity.

The day was a huge success, here is some of the feedback from team members in attendance:

“I felt privileged to be invited to this event and enjoyed discovering more about myself and my colleagues. It was great to spend time networking, away from the office, and sharing experiences. It was lovely to see colleagues

supporting each other and recognising others’ strengths.”

“I feel that the day was useful in that it brought together teams of employees that would not necessarily work together on a regular basis and highlighted that there is a common goal and ethos across the company.”

“It was a great day and really thought-provoking about how I can better myself and the teams I work with to reach their full potential. I recognised that some days can be consumed with dealing with challenging situations/ managing risks/attending meetings etc. and I need to ensure that on those busy more stressful days, even if it’s just 10 minutes or so, I schedule in some protected time with residents such as over a cuppa to sit and enjoy their company or join in with an activity, as this really brings me back to remind me why I love my job, and boosts my overall positivity and confidence.”



Call us on: 0161 974 7210 | Email us at: contact@northernhealthcare.org.uk

Or write to us at: Northern Healthcare Limited, Barton Hall Business Park, Hardy Street, Manchester, M30 7NB